CLAIMS:

1. A method to manage information, comprising:

   receiving a first request for caller information during a call session;

5   retrieving call information associated with said call session;

   retrieving caller information using said call information;

   generating a dynamic web page using said caller information; and

   sending said web page in response to said first request.

10 2. The method of claim 1, wherein said retrieving said call information comprises:

   retrieving a first identifier from said first request;

   sending a second request to a call database using said first identifier; and

   receiving said call information in response to said second request.

15 3. The method of claim 2, wherein said first identifier identifies a telephone line
used for said call session.

4. The method of claim 1, wherein said retrieving said caller information comprises:

   retrieving a first identifier from said first request;

20   sending a second request to a call database using said first identifier;

   receiving a second identifier in response to said second request;

   sending a third request to a caller database using said second identifier; and

   receiving said caller information in response to said third request.

5.   The method of claim 4, wherein said first identifier represents a telephone line, and said second identifier represents information provided by a caller and stored in said call database.

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6.   The method of claim 1, wherein said retrieving said caller information comprises:

retrieving a second identifier from said first request;

sending a third request to a caller database using said second identifier; and

receiving said caller information in response to said third request.

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7.   The method of claim 6, wherein said second identifier comprises information provided by a caller.

8.   The method of claim 6, wherein said second identifier comprises an account

15   number and personal identification number provided by a caller.

9.   The method of claim 1, wherein said dynamic web page is a script for an interactive voice response system.

20   10.   The method of claim 1, further comprising:

receiving a telephone call to initiate said call session;

registering said call with a call database;

receiving a request from a caller for said caller information; and

sending said first request to a web server for said caller information.

11.   The method of claim 10, further comprising:

receiving said web page in response to said first request; and

5   providing said information to said caller in audible form.

12.   The method of claim 10, wherein said registering comprises:

receiving call information associated with said telephone call; and

storing said call information in a call database.

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13.   The method of claim 2, further comprising:

receiving said second request;

retrieving said call information from said call database using said first identifier;

and

15   sending said call information in response to said second request.

14.   The method of claim 4, further comprising:

receiving said third request;

retrieving said caller information from said caller database using said second

20   identifier; and

sending said caller information in response to said third request.

15.   The method of claim 6, further comprising:

receiving said third request;

retrieving said caller information from said caller database using said second

identifier; and

sending said caller information in response to said third request.

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16. An apparatus, comprising:

a communications web services interface to retrieve information during a call

session; and

a web page generator to generate a web page using said information.

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17. The apparatus of claim 16, wherein said communications web services interface

comprises:

a call information interface to retrieve call information associated with said call

session; and

15 a caller information interface to retrieve caller information associated with a caller

for said call session.

18. The apparatus of claim 16, wherein said web page generator comprises:

a plurality of templates to generate web pages;

20 a selection module to select a template for said web page; and

a creation module to build said web page using said template and said

information.

19.   A system, comprising:

an antenna;

a communications web services interface to retrieve information during a call

session over said antenna; and

5   a web page generator to generate a web page using said information.

20.   The system of claim 19, further comprising:

a media server to reproduce said web page to a caller in an audible form;

a telephone system to create said call session between said caller and media

10   server;

a call database to store call information for said call session;

a caller database to store caller information for said caller; and

wherein said communications web services interface retrieves said information

from said call database and said caller database during said call session, and sends said

15   information to said web page generator to generate said web page.

21.   The system of claim 20, wherein said media server comprises an interactive voice

response system.

20   22.   The system of claim 20, wherein said telephone system comprises one of a private

branch exchange, centrex system, automatic call distribution system, and voice over

packet system.

23.   An article comprising:

a storage medium;

said storage medium including stored instructions that, when executed by a

processor, result in managing information by receiving a first request for information for

5   a caller during a call session, retrieving call information associated with said call session,

retrieving caller information using said call information, generating a dynamic web page

using said caller information, and sending said web page in response to said first request.

24.   The article of claim 23, wherein the stored instructions, when executed by a

10   processor, further result in said retrieving said call information by retrieving a first

identifier from said first request, sending a second request to a call database using said

first identifier, and receiving said call information in response to said second request.

25.   The article of claim 23, wherein the stored instructions, when executed by a

15   processor, further result in said retrieving said caller information by retrieving a first

identifier from said first request, sending a second request to a call database using said

first identifier, receiving a second identifier in response to said second request, sending a

third request to a caller database using said second identifier, and receiving said caller

information in response to said third request.

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26.   The article of claim 23, wherein the stored instructions, when executed by a

processor, further result in said retrieving said caller information by retrieving a second

identifier from said first request, sending a second request to a caller database using said

second identifier, and receiving said caller information in response to said second request.